

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### All A Cart Manufacturing, Inc.

#### Ohio Manufacturing Extension Partnership

#### Process Improvements Get All A Cart Rolling Again

##### Client Profile:

All A Cart Manufacturing, located in Columbus, Ohio, produces a wide variety of custom vending vehicles such as vending carts, trailers, trucks, and kiosks. All A Cart began manufacturing in 1972 as an outgrowth of a florist business, and over the years the product line has grown to become quite diverse. The company's 35 employees also custom design and manufacture products for their clients.

##### Situation:

Rapid growth at All A Cart Manufacturing resulted in several production problems, namely disregard for work procedures; scheduling unreliability; on time delivery coupled with product damage in transit; unknown labor costs; and inadequate shop supervision. All A Cart knew it needed to address these issues if the company was going to continue growing successfully. The company contacted the Manufacturing Resource Office (MRO), a NIST MEP network affiliate, for assistance.

##### Solution:

MRO brought together All A Cart team members from the management, manufacturing, and sales departments to participate in an assessment of the current state of the company's processes, procedures, and systems. Under MRO's supervision, team members randomly observed work flow and day-to-day production activity and noted areas that presented obstacles to efficiency. They also reviewed All A Cart's system support documentation. Based on these observations, MRO and All A Cart conducted an analysis of process weaknesses and developed a detailed list of action items required to solve the major business issues.

MRO empowered the All A Cart team to lead its own improvement initiative. Acting as a project manager, MRO developed a schedule, goals, and timelines for All A Cart to follow to make sure the project progressed according to plan. Within three months, All A Cart had made the necessary changes to its processes to resolve every targeted action item. As a result, costs have been significantly reduced, sales have increased, and the company has made investments in capital resources that will guarantee its future success.

##### Results:

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Created two new jobs.  
Increased sales by \$200,000.  
Saved \$120,000 in costs for labor and raw materials.  
Invested \$82,000 in capital resources.

**Testimonial:**

“The work done by the Manufacturing Resource Office is having a very positive impact on our business practices.”

Jeff Morris, President